

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

Aid Recruitment and Retention

Work/Life Resources Program

**Virginia Commonwealth University
implemented this best practice
in 1992**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
33 Provide administrative support services
336 Provide personnel services

**Best Practice Summary
(how it works, how you measure it)**

Work/Life Resources is an award-winning comprehensive employee assistance program for the faculty and staff of Virginia Commonwealth University and the Medical College of Virginia Hospitals. This cutting-edge program helps provide a supportive work environment by offering a variety of services designed to address quality-of-life issues. Services include local childcare resource and referral, national eldercare resource and referral, relocation information, lunchtime seminars on work and life issues, and a wide range of service discounts. In addition, the program provides a quarterly newsletter highlighting work and family issues; new-parent information; a sitter roster; grief-and-loss information packets; a 24-hour and late-night services listing; and summer camp information. Work/Life Resource staff can customize many of these services to fit special needs.

Impact on the Process Organizational Performance (OUTCOMES)

The Work/Life Resources Program provides a caring work environment for faculty and staff and supports them through difficult lifecycle issues. VCU achieved national recognition from two national organizations as a "Leadership campus" for providing effective and inexpensive ways to balance work and family responsibilities.

Following the national recognition, the Alfred P. Sloan Foundation invited VCU to participate in a pilot project designed to assist untenured tenure-track faculty in the sciences, mathematics, and engineering. These faculty are individuals whose probationary period for tenure is interrupted because of child-bearing, dependent care, or other family responsibilities.

In addition, marketing the institution as a nationally recognized family-friendly workplace enhances faculty and staff recruitment and retention at Virginia Commonwealth University and the Medical College of Virginia Hospitals.

Best Practice Qualification

Work/Life Resources received an expert review from the national College and University Personnel Association (CUPA) Foundation and the Families and Work Institute (FWI), which named VCU as one of the top 29 family-friendly institutions in the country for 1996. This recognition followed a five-year study on work/family programs at colleges and universities conducted by these two organizations.

In addition, VCU's Work/Life Resources staff has made presentations on the program at regional and national CUPA conferences.

For Additional Information

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